| Case 2:11-cv-03005-JEM | Document 1 | Filed 04/11/11 | Page 1 of 10 | Page ID #: |
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369 S. Doheny Dr. #415 Beverly Hills, CA 90211 Phone: 877 206-4741 Fax: 866 633-0228

Todd M. Friedman (216752)

Darin Shaw (251037)

tfriedman@attorneysforconsumers.com dshaw@attorneysforconsumers.com Attorney for Plaintiff

Law Offices of Todd M. Friedman, P.C.

CLERK U.S. DISTRICT COURT

UNITED STATES DISTRICT COURT FOR THE CENTRAL DISTRICT OF CALIFORNIA

| JOHN FONTES, | Con 11-03005 Tem |
|--------------------------------|--------------------------|
| Plaintiff,) | COMPLAINT FOR VIOLATION |
|) | OF FEDERAL FAIR DEBT |
| vs. | COLLECTION PRACTICES ACT |
|) | AND ROSENTHAL FAIR DEBT |
| NCO FINANCIAL SYSTEMS, INC.,) | COLLECTION PRACTICES ACT |
|) | |
| Defendant. | |
|) | |

I. INTRODUCTION

1. This is an action for damages brought by an individual consumer for Defendant's violations of the Fair Debt Collection Practices Act, 15 U.S.C. §1692, et seq. (hereinafter "FDCPA"), and the Rosenthal Fair Debt Collection Practices Act, Cal Civ Code §1788, et seq. (hereinafter "RFDCPA"), both of which prohibit debt collectors from engaging in abusive, deceptive, and unfair practices.

II. JURISDICTION

2. Jurisdiction of this Court arises under 15 U.S.C. §1692k (d).

III. PARTIES

- 3. Plaintiff, John Fontes ("Plaintiff"), is a natural person residing in Los Angeles county in the state of California, and is a "consumer" as defined by the FDCPA, 15 U.S.C. §1692a(3) and is a "debtor" as defined by Cal Civ Code §1788.2(h).
- 4. At all relevant times herein, Defendant, NCO Financial Systems, Inc., ("Defendant") was a company engaged, by use of the mails and telephone, in the business of collecting a debt from Plaintiff which qualifies as a "debt," as defined by 15 U.S.C. §1692a(5), and a "consumer debt," as defined by Cal Civ Code §1788.2(f). Defendant regularly attempts to collect debts alleged to be due another, and therefore is a "debt collector" as defined by the FDCPA, 15 U.S.C. §1692a(6), and RFDCPA, Cal Civ Code §1788.2(c).

IV. FACTUAL ALLEGATIONS

- 5. At various and multiple times prior to the filing of the instant complaint, including within the one year preceding the filing of this complaint, Defendant contacted Plaintiff in an attempt to collect an alleged outstanding debt.
- 6. In December 2010, Defendant initially contacted Plaintiff in connection with an attempt to collect an alleged debt.

- 7. On average, Plaintiff received from Defendant, more than two collections calls per day, more than ten collections calls per week, and more than twenty collections calls per month.
- 8. On or about December 23, 2010, Defendant contacted Plaintiff at least twice, in connection with an attempt to collect an alleged debt.
- 9. Defendant contacted Plaintiff with such a frequency as to constitute harassment under the circumstances.
- 10. Defendant's conduct violated the FDCPA and the RFDCPA in multiple ways, including but not limited to:
 - a) Causing a telephone to ring repeatedly or continuously to annoy Plaintiff (Cal Civ Code §1788.11(d));
 - b) Communicating, by telephone or in person, with Plaintiff with such frequency as to be unreasonable and to constitute an harassment to Plaintiff under the circumstances (Cal Civ Code §1788.11(e));
 - c) Causing Plaintiffs telephone to ring repeatedly or continuously with intent to harass, annoy or abuse Plaintiff (§1692d(5)); and
 - d) Communicating with Plaintiff at times or places which were known or should have been known to be inconvenient for Plaintiff (§1692c(a)(1)).
- 11. As a result of the above violations of the FDCPA and RFDCPA Plaintiff suffered and continues to suffer injury to Plaintiff's feelings, personal humiliation, embarrassment, mental anguish and emotional distress, and

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Defendant is liable to Plaintiff for Plaintiff's actual damages, statutory damages, and costs and attorney's fees.

COUNT I: VIOLATION OF FAIR DEBT COLLECTION PRACTICES ACT

12. Plaintiff reincorporates by reference all of the preceding paragraphs.

PRAYER FOR RELIEF

WHEREFORE, Plaintiff respectfully prays that judgment be entered against the Defendant for the following:

- A. Declaratory judgment that Defendant's conduct violated the FDCPA;
- B. Actual damages;
- C. Statutory damages;
- D. Costs and reasonable attorney's fees; and,
- E. For such other and further relief as may be just and proper.

COUNT II: VIOLATION OF ROSENTHAL FAIR DEBT COLLECTION PRACTICES ACT

- 13. Plaintiff reincorporates by reference all of the preceding paragraphs.
- 14. To the extent that Defendant's actions, counted above, violated the RFDCPA, those actions were done knowingly and willfully.
- 15. Further, §1788.17 of the RFDCPA mandates that every debt collector collecting or attempting to collect a consumer debt shall comply with the provisions of Sections 1692b to 1692j, inclusive, of, and shall be subject to

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the remedies in Section 1692k of, Title 15 of the United States Code statutory regulations contained within the FDCPA, 15 U.S.C. §1692d, and §1692d(5).

PRAYER FOR RELIEF

WHEREFORE, Plaintiff respectfully prays that judgment be entered against the Defendant for the following:

- Declaratory judgment that Defendant's conduct A. violated the RFDCPA;
- В. Actual damages;
- Statutory damages for willful and negligent violations; C.
- Costs and reasonable attorney's fees, D.
- E. For such other and further relief as may be just and proper.

PLAINTIFF HEREBY REQUESTS A TRIAL BY JURY

Respectfully submitted this 5th day of April, 2011.

By:

Todd M. Friedman (216752)

Law Offices of Todd M. Friedman, P.C.

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Fax: 866 633-0228

tfriedman@attorneysforconsumers.com

Attorney for Plaintiff

UNITED STATES DISTRICT COURT CENTRAL DISTRICT OF CALIFORNIA

NOTICE TO COUNSEL (MAGISTRATE JUDGE CIVIL CONSENT PILOT PROJECT)

The court has directed that the following rules be specifically called to your attention:

- Notice of Right to Consent to Disposition of a Civil Case by a United States Magistrate Judge [28 U.S.C. § 636(c) and General Order 08-09].
- II. Continuing Obligation to Report Related Cases (Local Rule 83-1.3.3)
- III. Service of Papers and Process (Local Rule 4)

I. NOTICE OF RIGHT TO CONSENT TO DISPOSITION OF A CIVIL CASE BY A UNITED STATES MAGISTRATE

Pursuant to Local Rule 73-2, the initiating party must serve this notice and consent form CV-11C on each party at the time of service of the summons and complaint or other initial pleading.

| This case has been randomly assigned to Magistrate Ju | idge_ | | McR | NY | not | <u> </u> | |
|---|--------|----------|----------|-----|------|----------|-------|
| under the Civil Consent Pilot Project in accordance with Gen documents filed with the court should read as follows: | eral (| Order | 08-09 | The | case | number | on al |
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The parties are advised that they may consent to have the assigned magistrate judge conduct all further proceedings in the case, including trial and final entry of judgment pursuant to 28 U.S.C. § 636(c) and Federal Rule of Civil Procedure 73. The parties may consent to proceed only before the assigned magistrate judge.

The parties are further advised that they are free to withhold consent without adverse substantive consequences. If the parties agree to the exercise of jurisdiction by the magistrate judge, the parties shall jointly or separately file a statement of consent setting forth such election. For cases originally filed in district court and initially assigned only to a magistrate judge, the statement of consent shall be filed within 30 days after service of the summons and complaint upon that defendant, and within 30 days by plaintiff after service upon the first-served defendant.

For cases removed from state court and initially assigned only to a magistrate judge, a joint or separate statements of consent shall be filed by plaintiff and all defendants upon whom service has been effected, within 11 days after the notice of removal is filed.

Since magistrate judges do not handle felony criminal trials, civil trial dates are not at risk of being preempted by a felony criminal trial, which normally has priority. Further, in some cases, the magistrate judge may be able to assign an earlier trial date than a district judge. There may be other advantages or disadvantages which you will want to consider.

Any appeal from a judgment of the magistrate judge shall be taken to the United States Court of Appeals in the same manner as an appeal from any other judgment of the district court in accordance with 28 U.S.C. §636(c)(3).

If a party has not consented to the exercise of jurisdiction by the magistrate judge within the time

CV-20A (01/09)

| UNITED STATES DISTRICT COURT CENTRAL DISTRICT OF CALIFORNIA CASE NUMBER Plaintiff(s). V. NCO FINANCIAL SYSTEMS, INC Defendant(s) STATEMENT OF CONSENT TO PROCEED BEFORE A UNITED STASTES MAGISTRATE JUDGE (For use in Magistrate Judge Civil Consent Pilot Project Cases only) THIS FORM SHALL BE USED ONLY FOR CASES IN WHICH A MAGISTRATE JUDGE IS INITIALLY ASSIGNED PURSUANT TO LOCAL RULE 73-2 All parties to the above-captioned civil matter are to check one of the two following options and file this document with the Clerk's Office: In accordance with the provisions of 28 U.S.C. § 636(C) and F.R.Civ.P.73(b), the party or parties listed below to the above-captioned civil matter hereby waive their right to proceed before a District Judge and Consent to have the assigned Magistrate Judge John E. McDermott conduct all further proceedings in the case, including trial and entry of final judgment. Any appeal from a judgment of the assigned Magistrate Judge shall be taken to the United States Court of Appeals in the same manner as an appeal from any other judgment of the District Court in accordance with 28 U.S.C. § 636(e)(3). The party or parties listed below to the above-captioned civil matter Do Not Consent to proceed before the assigned Magistrate Judge John E. McDermott. The party or parties listed below acknowledge that they are free to withhold consent without adverse substantive | ORNEYS FOR: | | |
|--|--|--|---|
| V. NCO FINANCIAL SYSTEMS, INC Defendant(s) THIS FORM SHALL BE USED ONLY FOR CASES IN WHICH A MAGISTRATE JUDGE (For use in Magistrate Judge Civil Consent Pilot Project Cases only) All parties to the above-captioned civil matter are to check one of the two following options and file this document with the Clerk's Office: In accordance with the provisions of 28 U.S.C. § 636(C) and F.R.Civ.P.73(b), the party or parties listed below to the above-captioned civil matter hereby waive their right to proceed before a District Judge and Consent to have the assigned Magistrate Judge John E. McDermott conduct all further proceedings in the case, including trial and entry of final judgment. Any appeal from a judgment of the assigned Magistrate Judge shall be taken to the United States Court of Appeals in the same manner as an appeal from any other judgment of the District Court in accordance with 28 U.S.C. § 636(c)(3). The party or parties listed below to the above-captioned civil matter Do Not Consent to proceed before the assigned Magistrate Judge John E. McDermott. The party or parties listed below acknowledge that they are free to withhold consent without adverse substantive consequences. Name of Counsel (OR Party if Pro Per) Signature and date Counsel for (Name Parties) | UNIT | | |
| NCO FINANCIAL SYSTEMS, INC STATEMENT OF CONSENT TO PROCEED BEFORE A UNITED STASTES MAGISTRATE JUDGE (For use in Magistrate Judge Civil Consent Pilot Project Cases only) THIS FORM SHALL BE USED ONLY FOR CASES IN WHICH A MAGISTRATE JUDGE IS INITIALLY ASSIGNED PURSUANT TO LOCAL RULE 73-2 All parties to the above-captioned civil matter are to check one of the two following options and file this document with the Clerk's Office: In accordance with the provisions of 28 U.S.C. § 636(C) and F.R.Civ.P.73(b), the party or parties listed below to the above-captioned civil matter hereby waive their right to proceed before a District Judge and Consent to have the assigned Magistrate Judge John E. McDermott conduct all further proceedings in the case, including trial and entry of final judgment. Any appeal from a judgment of the assigned Magistrate Judge shall be taken to the United States Court of Appeals in the same manner as an appeal from any other judgment of the District Court in accordance with 28 U.S.C. § 636(e)(3). The party or parties listed below to the above-captioned civil matter Do Not Consent to proceed before the assigned Magistrate Judge John E. McDermott. The party or parties listed below acknowledge that they are free to withhold consent without adverse substantive consequences. Name of Counsel (OR Party if Pro Per) Signature and date Counsel for (Name Parties) | JOHN FONTES | Plaintiff(s). | |
| All parties to the above-captioned civil matter are to check one of the two following options and file this document with the Clerk's Office: In accordance with the provisions of 28 U.S.C. § 636(C) and F.R.Civ.P.73(b), the party or parties listed below to the above-captioned civil matter hereby waive their right to proceed before a District Judge and Consent to have the assigned Magistrate Judge John E. McDermott conduct all further proceedings in the case, including trial and entry of final judgment. Any appeal from a judgment of the assigned Magistrate Judge shall be taken to the United States Court of Appeals in the same manner as an appeal from any other judgment of the District Court in accordance with 28 U.S.C. § 636(e)(3). The party or parties listed below to the above-captioned civil matter Do Not Consent to proceed before the assigned Magistrate Judge John E. McDermott. The party or parties listed below acknowledge that they are free to withhold consent without adverse substantive consequences. Name of Counsel (OR Party if Pro Per) Signature and date Counsel for (Name Parties) | | | UNITED STASTES MAGISTRATE JUDGE (For use in Magistrate Judge |
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Todd M. Friedman, Esq. Law Offices of Todd M. Friedman, P.C. U ORIGINAL 369 S. Doheny Dr., #415 Beverly Hills, CA 90211 Phone: 877-206-4741 Fax: 866-633-0228 UNITED STATES DISTRICT COURT CENTRAL DISTRICT OF CALIFORNIA JOHN FONTES CASE NUMBER CV11-03005 TEM, PLAINTIFF(S) V. NCO FINANCIAL SYSTEMS, INC. **SUMMONS** DEFENDANT(S). DEFENDANT(S): NCO FINANCIAL SYSTEMS, INC. TO: A lawsuit has been filed against you. Within 21 days after service of this summons on you (not counting the day you received it), you must serve on the plaintiff an answer to the attached **v** complaint **u** amended complaint □ counterclaim □ cross-claim or a motion under Rule 12 of the Federal Rules of Civil Procedure. The answer or motion must be served on the plaintiff's attorney, Todd M. Friedman ____, whose address is Law Offices of Todd M. Friedman, 369 S. Doheny Dr., #415, Beverly Hills, CA 90211 . If you fail to do so, judgment by default will be entered against you for the relief demanded in the complaint. You also must file your answer or motion with the court. Clerk, U.S. District Court APR 1 1 2011 Dated: Deputy (Seal of the C [Use 60 days if the defendant is the United States or a United States agency, or is an officer or employee of the United States. Allowed 60 days by Rule 12(a)(3)]. CV-01A (12/07) SUMMONS

<u>Pocument 1 Filed 04/11/11 Page 8 of 10 Page ID #:12</u>

, a Case 2:11-cv-03005-JEM Document 1 Filed 04/11/11 Page 9 of 10 Page ID #:13

UNITED STATES DISTRICT COURT, CENTRAL DISTRICT OF CALIFORNIA CIVIL COVER SHEET

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|---|---|--|---|--|---|
| I (a) PLAINTIFFS (Check be JOHN FONTES | ox if you are representing yourself |] | DEFENDANTS NCO FINANCIAL SYST | EMS, INC. | |
| yourself, provide same.) Todd M. Friedman, Esq, | ddress and Telephone Number. If yo Law Offices of Todd M. Friedman, , Beverly Hills, CA 90211 | | Attorneys (If Known) | | |
| II. BASIS OF JURISDICTIO | N (Place an X in one box only.) | | ISHIP OF PRINCIPAL PAR X in one box for plaintiff and of | | Only |
| □ 1 U.S. Government Plaintiff | 3 Federal Question (U.S. Government Not a Party) | Citizen of This | | F DEF I Incorporated or F of Business in th | • |
| ☐ 2 U.S. Government Defendar | of Parties in Item III) | | | of Business in A | Principal Place 5 5 nother State |
| | | Citizen or Sub | ect of a Foreign Country 3 | ☐ 3 Foreign Nation | |
| IV. ORIGIN (Place an X in or Original | red from □ 3 Remanded from □ | □ 4 Reinstated or □ Reopened | 5 Transferred from another di | Distr | |
| V. REQUESTED IN COMPL CLASS ACTION under F.R.O | AINT: JURY DEMAND: V | | s' only if demanded in compla MONEY DEMANDED IN C | ŕ | |
| | | | | | |
| • | te the U.S. Civil Statute under which the Fair Debt Collection Practices | , - | rite a brief statement of cause. | Do not cité jurisdictional sta | itutes unless diversity.) |
| VII. NATURE OF SUIT (Place | | | | | |
| | | and the same of th | | | Manufacture for the California of manufacture and make California of manufacture of |
| ☐ 400 State Reapportionment | CONTRACT 110 Insurance | TORTS PERSONAL INJUR | Y PERSONAL | PRISONER PETITIONS | LABOR ☐ 710 Fair Labor Standards |
| ☐ 410 Antitrust | | ☐ 310 Airplane | PROPERTY | ☐ 510 Motions to | Act |
| ☐ 430 Banks and Banking | | ☐ 315 Airplane Produ | ict ☐ 370 Other Fraud | Vacate Sentence | □ 720 Labor/Mgmt. |
| ☐ 450 Commerce/ICC | ☐ 140 Negotiable Instrument | Liability ☐ 320 Assault, Libel | □ 371 Truth in Lending | | Relations |
| Rates/etc. | 150 Recovery of | Slander | 1 300 Other retainar | ☐ 530 General | ☐ 730 Labor/Mgmt. |
| ☐ 460 Deportation ☐ 470 Racketeer Influenced | Overpayment & Enforcement of | ☐ 330 Fed. Employer | s' 385 Property Damage | 535 Death Penalty | Reporting & Disclosure Act |
| and Corrupt | Judgment | Liability | Product Liability | Other | ☐ 740 Railway Labor Act |
| Organizations | □ 151 Medicare Act | □ 340 Marine | BANKRUPTCY | ☐ 550 Civil Rights | ☐ 790 Other Labor |
| ☐ 480 Consumer Credit | 152 Recovery of Defaulted | ☐ 345 Marine Produc Liability | ☐ 422 Appeal 28 USC | ☐ 555 Prison Condition | Litigation |
| ☐ 490 Cable/Sat TV | Student Loan (Excl. | ☐ 350 Motor Vehicle | 158 | FORFEITURE/ | ☐ 791 Empl. Ret. Inc. |
| □ 810 Selective Service | Veterans) | ☐ 355 Motor Vehicle | ☐ 423 Withdrawal 28 | PENALTY | Security Act |
| ☐ 850 Securities/Commodities/ Exchange | 0 | Product Liabili | | ☐ 610 Agriculture ☐ 620 Other Food & | PROPERTY RIGHTS 20 Copyrights |
| □ 875 Customer Challenge 12 | Veteran's Benefits | ☐ 360 Other Personal Injury | □ 441 Voting | Drug | □ 830 Patent |
| USC 3410 | | ☐ 362 Personal Injury | | ☐ 625 Drug Related | □ 840 Trademark |
| ■ 890 Other Statutory Actions | ☐ 190 Other Contract | Med Malpracti | | Seizure of | SOCIAL SECURITY |
| ☐ 891 Agricultural Act ☐ 892 Economic Stabilization | | ☐ 365 Personal Injury | I | Property 21 USC 881 | □ 861 HIA (1395ff) |
| Act | Liability ☐ 196 Franchise [| Product Liabili | 2 | ☐ 630 Liquor Laws | □ 862 Black Lung (923) □ 863 DIWC/DIWW |
| ☐ 893 Environmental Matters | REAL PROPERTY | Injury Product | Disabilities - | □ 640 R.R. & Truck | (405(g)) |
| ☐ 894 Energy Allocation Act | ☐ 210 Land Condemnation | Liability | Employment | ☐ 650 Airline Regs | □ 864 SSID Title XVI |
| □ 895 Freedom of Info. Act | 220 Foreclosure | IMMIGRATION | | ☐ 660 Occupational | □ 865 RSI (405(g)) |
| □ 900 Appeal of Fee Determi- | _ = 50 Rein Bease de Bjeennein | ☐ 462 Naturalization Application | Disabilities - | Safety /Health | FEDERAL TAX SUITS |
| nation Under Equal Access to Justice | ☐ 240 Torts to Land ☐ 245 Tort Product Liability | Application ☐ 463 Habeas Corpus | Other - 440 Other Civil | □ 690 Other | ☐ 870 Taxes (U.S. Plaintiff or Defendant) |
| ☐ 950 Constitutionality of | 290 All Other Real Property | Alien Detainee | Rights | | □ 871 IRS-Third Party 26 |
| State Statutes | [| ☐ 465 Other Immigra Actions | tion | | USC 7609 |
| | | . 14110119 | | | |
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| FOR OFFICE USE ONLY: | Case Number: | | | , | |

AFTER COMPLETING THE FRONT SIDE OF FORM CV-71, COMPLETE THE INFORMATION REQUESTED BELOW.

CV-71 (05/08)

... Case 2:11-cv-03005-JEM Document 1 Filed 04/11/11 Page 10 of 10 Page ID #:14

UNITED STATES DISTRICT COURT, CENTRAL DISTRICT OF CALIFORNIA CIVIL COVER SHEET

| VIII(a). IDENTICAL CASES: Ha | s this action been pr | reviously filed in this court a | nd dismissed, remanded or closed? 🗹 No 🗆 Yes | | |
|---|--|--|---|--|--|
| VIII(b). RELATED CASES: Have If yes, list case number(s): | e any cases been pre | eviously filed in this court the | at are related to the present case? VNo Ves | | |
| □ B. □ C. | Arise from the same Call for determinati For other reasons w | e or closely related transaction of the same or substantial could entail substantial duplic | ons, happenings, or events; or Ily related or similar questions of law and fact; or cation of labor if heard by different judges; or I, <u>and</u> one of the factors identified above in a, b or c also is present. | | |
| IX. VENUE: (When completing the | following informat | ion, use an additional sheet i | f necessary.) | | |
| | | | if other than California; or Foreign Country, in which EACH named plaintiff resides. this box is checked, go to item (b). | | |
| County in this District:* | | | California County outside of this District; State, if other than California; or Foreign Country | | |
| Los Angeles | | | | | |
| | • | | if other than California; or Foreign Country, in which EACH named defendant resides. If this box is checked, go to item (c). | | |
| County in this District:* | | | California County outside of this District; State, if other than California; or Foreign Country | | |
| | | | Pennsylvania | | |
| (c) List the County in this District, (Note: In land condemnation ca | | | if other than California; or Foreign Country, in which EACH claim arose. | | |
| County in this District:* | | | California County outside of this District; State, if other than California; or Foreign Country | | |
| Los Angeles | | | | | |
| * Los Angeles, Orange, San Bernar Note: In land condemnation cases, us | | | San Luis Obispo Counties | | |
| X. SIGNATURE OF ATTORNEY (OR PRO PER): | | | Date April 5, 2011 | | |
| or other papers as required by law | . This form, approv | ed by the Judicial Conferenc | rmation contained herein neither replace nor supplement the filing and service of pleadings e of the United States in September 1974, is required pursuant to Local Rule 3-1 is not filed ting the civil docket sheet. (For more detailed instructions, see separate instructions sheet.) | | |
| Key to Statistical codes relating to So | cial Security Cases: | | | | |
| Nature of Suit Code | Abbreviation | Substantive Statement of | f Cause of Action | | |
| 861 | HIA | All claims for health insurance benefits (Medicare) under Title 18, Part A, of the Social Security Act, as amended. Also, include claims by hospitals, skilled nursing facilities, etc., for certification as providers of services under the program. (42 U.S.C. 1935FF(b)) | | | |
| 862 | BL | All claims for "Black Lung" benefits under Title 4, Part B, of the Federal Coal Mine Health and Safety Act of 1969. (30 U.S.C. 923) | | | |
| 863 | DIWC | All claims filed by insured workers for disability insurance benefits under Title 2 of the Social Security Act, as amended; plus all claims filed for child's insurance benefits based on disability. (42 U.S.C. 405(g)) | | | |
| 863 | DIWW | All claims filed for widows or widowers insurance benefits based on disability under Title 2 of the Social Security Act, as amended. (42 U.S.C. 405(g)) | | | |

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Act, as amended.

U.S.C. (g))

All claims for supplemental security income payments based upon disability filed under Title 16 of the Social Security

All claims for retirement (old age) and survivors benefits under Title 2 of the Social Security Act, as amended. (42

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